

**Subject:** Re: BSS Enforcement (Street Cart Vendor Complaints)

**From:** Marsha Jackson <marsha.jackson@lacity.org>

**Date:** 03/16/2011 08:17 AM

**To:** Tom Caraballo <tom.caraballo@lacity.org>

**CC:** Donald Duckworth <duckworth.donald@gmail.com>, andrea.garcia@lacity.org, Steven Rhodes <snsrhodes@ca.rr.com>, Miki Payne <miki@hbdrollinger.com>, Heather Lemmon <iselpdr@gmail.com>, jruhlen916 <JRuhlen916@aol.com>, Gary Harris <gary.harris@lacity.org>

Good Morning Mr Duckworth

Yes, Investigator Garcia and I went to the vending location yesterday. Feel free to use the City of Los Angeles web site [lacity.org](http://lacity.org) and click Services online at the top right corner, go to e-request and scroll down to the **Bureau of Street Services Request form**. Usually a confirmation number is sent back to your e-mail address and the request is available for the District Investigator by the next day.

On Wed, Mar 16, 2011 at 6:26 AM, Tom Caraballo <[tom.caraballo@lacity.org](mailto:tom.caraballo@lacity.org)> wrote:

Good morning Mr. Duckworth,

Investigators Jackson & Garcia cited a fruit vendor yesterday on Manchester west of Sepulveda. The individual was cited and will need to appear in court for a misdemeanor violation.

Please keep in mind our resources are very limited and Illegal vending is just one of many laws we enforce. We will monitor the location as time permits. Please feel free to contact Senior Investigator Jackson.

On Wed, Mar 16, 2011 at 7:03 AM, Donald Duckworth <[duckworth.donald@gmail.com](mailto:duckworth.donald@gmail.com)> wrote:

Good Morning...

Our BID ambassador is reporting that he has not been able to leave a complaint and obtain a "confirmation number" as Ms. Garcia asked that we do. I will attempt to telephone 311 myself on Wednesday morning when I am in the Westchester Town Center BID area. I was not in the City of Los Angeles on Tuesday and therefore did not have access to 311 to attempt to log a complaint myself although Ms. Garcia and Ms. Jackson and I spoke on 2 separate occasions.

May we consider this email our continuing complaint about this illegal fruit vendor?

Will someone from BSS will be able to respond today? It seems to me that, when the BSS does not respond on days when the complaining party calls

about the problem, that we risk not finding the vendor at the same spot on the next day or at such future day that BSS does respond. Maybe the illegal vendor decides to take a day off, for example. So I find myself wondering how we can work better together. The BID can serve as the BSS inspector's eyes & ears if BSS will allow. That should make BSS's work easier. Wouldn't it?

I am available by telephone today at (310) 417-9030.

We do understand the overwhelming demand that confronts your limited staff and appreciate your help. Thank you.

----- Forwarded message -----

From: **Steve and Susie Rhodes** <[snsrhodes@ca.rr.com](mailto:snsrhodes@ca.rr.com)>

Date: Tue, Mar 15, 2011 at 7:20 PM

Subject: Re: BSS Enforcement (Street Cart Vendor Complaints)

To: Donald Duckworth <[duckworth.donald@gmail.com](mailto:duckworth.donald@gmail.com)>

Cc: Miki Payne <[miki@hbdrollinger.com](mailto:miki@hbdrollinger.com)>, jruhlen916

<[JRuhlen916@aol.com](mailto:JRuhlen916@aol.com)>, Heather Lemmon <[iselpdr@gmail.com](mailto:iselpdr@gmail.com)>

Hi Don,

I did check this morning on the cart situation and the fruit cart vendor did show up again today at approx. 10:30 am. He drove a different truck than he has used in the past. the model was still a Ford F-150, but the license plate on this truck is Ca. 5Y13002. It was the same man (Latin-American male 25-35 yrs.) as always. He has been told he cannot do business inside the BID areas, and I have in the past ( at least on 10+ different occasions ) call the County Health Dept. and filled complaints about him. The county Health Dept. has been out on several different dates and have confiscated carts from this location the last time over a week ago.

Today I attempted to use the 311 number given to us to use so that we could get a claim or case number. The 311 number gets you to a city operator who then asks what Dept and what is the reason for the call. When told about the situation with regards to the illegal fruit cart she directed my call to the BSS office where I then ran into an answering machine that I then left a message on. I was not given the opportunity to actually talk to someone or et a claim number. I then called Marsha Jackson at the number listed below and left a message there as well. I also called the LAPD. I was told earlier in the day that she would be out and in the area but she never came, neither did she ever call me. The fruit vendor was there until 5:00 pm today and then he packed up and left.

I will continue to contact them via all off the resources available as well as contacting the LAPD.

Thanks,

Steve

**From:** [Donald Duckworth](#)

**Sent:** Tuesday, March 15, 2011 9:02 AM

**To:** [Steven Rhodes](#)

**Cc:** [Miki Payne](#) ; [jruhlen916](#) ; [Heather Lemmon](#)

**Subject:** BSS Enforcement (Street Cart Vendor Complaints)

In response to our telephone call to the Chief of the Bureau of Street Services Enforcement Division, Investigator Marsha Jackson telephoned me this morning to ask how she could help. She works with Andrea Garcia and both apparently focus on City Code enforcement in the Westchester & Venice areas.

Her telephone number is [\(323\) 789-1438](tel:3237891438). Her email is [marsha.jackson@lacity.org](mailto:marsha.jackson@lacity.org). Until we get this relationship functioning I'd like to be the "go between" for complaints and information flow. I did give Marsha your telephone numbers (both) so that she could contact you when she was in the area. We should assist her in any way that we can; buy her a donut or coffee when she shows up! If the vendor runs-off then the cart will become abandoned private property in the public right of way and may be impounded. (If we need to assist on that, please do so.) If he doesn't run-off then she will initiate her enforcement progression, which sounds full of holes to me but it is what it is. Ultimately we can realistically hope to move this vendor out of the BID area.

She will respond to the BID area this AM in search of the mango / pineapple vendor that operates on the SWC of Sepulveda & Manchester. I told her that this illegal vendor is normally present between the hours of 10:00 AM to 2:00 PM.

Do we have other cart vendor issues in the BID area? Where and generally when? I will alert her accordingly.

Let's focus on keeping good communications between ourselves on this Steve. Thanks for the wonderful job you are doing in Westchester.

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Tom Caraballo, Chief I  
Bureau of Street Services  
Investigation & Enforcement Division  
1149 S. Broadway, Suite 350  
Los Angeles, Ca 90015  
Phone: (213) 847-6000  
Fax: (213) 847-6267

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Marsha Jackson  
Senior Street Services Investigator II  
1149 S Broadway, Room 350  
Los Angeles, CA 90015